

**LIBRARY AIDE II - CIRCULATION  
BEAVERTON CITY LIBRARY  
20 HOURS PER WEEK**

**SALARY RANGE:** \$15.88 – 21.27

**CLOSING DATE:** February 18, 2015

**ABOUT THE JOB:** A Library Aide II provides efficient, professional, customer-oriented service throughout the library. This position works 20 hours per week at the Circulation Service Desks; requires evening and weekend work. A friendly and welcoming manner, efficient and accurate data handling and the ability to problem solve independently and as part of a team are characteristics of the successful candidate.

**ESSENTIAL FUNCTIONS OF THE JOB:**

- Perform circulation functions. Check out library materials. Register patrons for library cards. Assist patrons with the use of library catalog and self-check machines.
- Collect payment for fines and fees on patron accounts, including credit card payments. Enter payment into the Circulation system and cash register.
- Provide general, directional information to patrons. Perform author/title searches and reserve items for public. Respond to questions and explain policies and procedures.
- Provide excellence in internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution.

**TO QUALIFY:** Requires a high school diploma or GED with experience working with the public and exposure to clerical work, ability to use library equipment and software applications including the Microsoft Office Suite.

**HOW TO APPLY:** All interested individuals may apply by submitting a City of Beaverton application form to the Human Resources Department, The Beaverton Building, 12725 SW Millikan Way, Beaverton, OR 97005. Applications may be completed on our website at [www.BeavertonOregon.gov](http://www.BeavertonOregon.gov).

**VETERANS PREFERENCE:** If you believe you have the skills that would transfer well to this position and/or special qualifications that relate to this position, please list those skills and/or qualifications in the work experience portion of your resume and explain how those skills and/or qualifications apply to this position. Provide copy of DD214 and award letters from the Department of VA for service-connected disabilities.

Supplemental Questions  
Circulation Library Aide II

1. Define efficient, professional, customer-oriented service and describe how you are able to achieve it with every customer.
2. Describe your most challenging customer service experience. What happened, what did you do, and what do you think you might do differently?
3. Please list your availability for each day of the week.

Day	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Library Hours	1-5pm	10-9pm	10-9pm	10-9pm	10-9pm	10-6pm	10-5pm
Your Availability							